3. Simple Letters and Other Correspondences

Communication sent by clients both Private and Public Partners to solicit administrative actions to be conducted by all departments of the Provincial Government.

Office or Division:	Provincial Administrator's Office – Administrative Division			
Classification:	Complex			
Type of Transaction:	Government to Government Government to Clients			
Who may avail:	All;			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Request Letter (1 Original)		Requesting Office		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit Communication to the Receiving Area	1.1. Personnel receive the letter	None	1 minute	*ASRMS PAdO-Admin*
2. Secures a received copy duly stamped and received by the receiving personnel	2.1. Stamps the communication and its received copy	None	1 minute	*ASRMS PAdO-Admin*
	2.2. Encodes the details of the communication to the ACCSys	None	1 minute	*ASRMS PAdO-Admin*
	2.3. Prints the communication slip and attached the communication then forward it to the action officer	None	1 minute	*ASRMS PAdO-Admin*
	2.4. Examine the request and notes actions to be taken	None	5 minutes	*Action Officer PAdO-Admin*
	2.5. Return to ACCSys Personnel for encoding of action taken	None	1 minute	*ASRMS PAdO-Admin*

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.6. Forward to writer of Correspondences	None	1 minute	*CSSS, ASRMS PAdO-Admin*
	and Secretariat Services Section			
	2.7. Writer drafts response letter	None	15-30 minutes	*CSSS PAdO-Admin*
	2.8. Supervisor reviews the letter	None	10-15 minutes	*CSSS PAdO-Admin*
	2.9. Print reviewed letter and attach to the request letter	None	1 minute	*CSSS PAdO-Admin*
	2.10. Forward to approving officer for signatory	None	1 minute	*CSSS PAdO-Admin*
	2.11. Approving Officer signs letter	None	1day to 1 week	*Approving Officer PADO*
	2.12. Forward letter to Dispatch	None	1 day to 2 days	*ASRMS PAdO-Admin*
TOTAL:		**None**	**1 day to 2 weeks**	

CITIZEN'S CHARTER

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